

**COUNTY OF SAN DIEGO
VOLUNTEER REPORT FORM
PERIOD JULY 1, 2002 - JUNE 30, 2003**

COUNTY OF SAN DIEGO
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1. DEPARTMENT/COURT INFORMATION:

Department/Court: **Department of Animal Services**

Division/Unit: **Administration**

2. VOLUNTEER PROGRAM BENEFITS:

- a. **GENERAL VOLUNTEERS** (this section should include community volunteer, student intern, groups, corporations, etc.)

No. Vol.	201	Hours	12,927	x	\$16.54	=	\$213,812.58
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Types of work performed by GENERAL VOLUNTEERS in this category:

Volunteers exercise and train dogs; interact with cats and keep them socialized; clean dog and cat kennels; work in the Medical Center as assistants to RVT's and Vets (holding animals, cleaning instruments and work areas, helping with treatments and procedures); conduct administrative duties such as inputting information into the computer for medical personnel, submitting Pet of the Week information to various publications, keep photos updated in the DAS website, make up adoption flyers for display to showcase adoptable animals, keep forms and reports volunteers use updated daily; groom dogs and cats; work as a Greeter to assist the public in the shelter; work public education booths in community events.

- b. **INSTITUTIONAL VOLUNTEERS** (this section should include court referrals, honor camp inmates, PIC/RETC, GAIN, etc.)

No. Vol.	0	Hours	0	x	\$ 16.54	=	None
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Types of work performed by INSTITUTIONAL VOLUNTEERS in this category:

None

- c. **SPECIALIZED VOLUNTEERS** (this section should include utilization of Special Volunteers in positions requiring specific skills and/or expertise levels, for example, an attorney, physician, sports figure or celebrity). These specialized positions have verifiable compensation levels (VCL). If you have such a volunteer, please indicate the position, hours and compensation level below.

<u>Position</u>	<u>Hours</u>	x	<u>VCL</u>	=	<u>Dollar Benefit</u>
Adoption Counselor	7040		\$9.50		\$66,880.00

No. Vol	5	Total Hours	7040	Total Value	\$66,880.00
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Types of work performed by SPECIALIZED VOLUNTEERS in this category:

Adoption Counselors assisted the public with adoptions, conducted interactions between potential adopters and dogs and cats, conducted behavioral assessments and temperament tests, contacted Breed Rescue groups and Adoption Partners to facilitate adoptions.

- d. **TOTALS OF DEPARTMENT VOLUNTEERS** (from above):

<u>No. of Volunteers</u>	<u>Hours</u>	<u>Dollar Benefit</u>
2a: 201	12,927	\$213,812.58
2b: None		
2c: 5	7040	\$66,880.00

TOTALS: 206	19,967	\$280,692.58
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3. **DONATIONS TO VOLUNTEER PROGRAM:**

Please list all donations to the department's Volunteer Program including monetary donations and tangible/intangible items. Items such as computers, air time, transportation, books, etc. Please assign a fair market value to each and add to the total value of the donations section.

<u>Item Donated</u>	<u>Value</u>	<u>Item Donated</u>	<u>Value</u>
None	\$		\$
	\$		\$

TOTAL VALUE \$ 0

4. **VOLUNTEER PROGRAM COSTS:**

- a. Cost of direct supervision of volunteers (total hours of direct supervision times hourly rate of staff person(s) directly supervising program volunteers.

Hours **2,080** x Rate **\$17.79** = **\$ 37,003.00**

- b. Cost of program coordination (total hours of program coordination times hourly rate of coordinator(s)). This section should include coordination of staff, compiling statistics, job description preparation, volunteer placements and recognition, etc.

Hours **1-880 hrs/2-8,440 hrs** x **\$ 50,402**
Rate **1- \$35.12/2-\$23.10** = **1-\$30,906.00**
2-\$19,496.00

#1: Adoption Coordinator: Tom Hudson from July 1, 2002-December 1, 2003
#2: Adoption Coordinator: Heidi Burke from December 1, 2002 – June 30, 2003

- c. Other program costs (volunteer training materials/supplies, recognition costs, etc.):

<u>Item</u>	<u>Cost</u>
<u>Volunteer Recognition</u>	\$300.00
<u>Office Supplies</u>	\$8,479.52
<u>Shelter Training Supplies (leashes/treat bags)</u>	\$2,600.00
<u>Badge Racks</u>	\$135.00

TOTAL OF OTHER PROGRAM COSTS = **\$ 11,514.52**

- d. TOTAL OF VOLUNTEER PROGRAM COST = **\$ \$98,919.52**
(add 4a, 4b, and 4c)

5. NET BENEFIT TO DEPARTMENT FROM VOLUNTEER PROGRAM:

a. Total Dollar Benefits of Volunteers, Item 2d (Page 2)	\$280,692.58
b. Total of Donations to Volunteer Program, Item 3 (Page 2)	\$None
ADD a + b	\$280,692.58
c. Subtract Total of Volunteer Program Costs, Item 4d (Page 3)	(\$98,919.52)
TOTAL PROGRAM BENEFIT	\$181,773.06

6. RECRUITING:

Please describe your recruiting programs:

We distribute brochures and informational packets at community events. Our DAS website has Volunteer information and an application to download.

7. SPECIAL VOLUNTEER PROGRAM ACTIVITIES/ACHIEVEMENTS:

Please describe any special activities and/or achievements your program was involved in during the period of this report:

Our volunteers were more involved in community events. They staffed community information booths and staffed a booth with an Adoption Partner at the Del Mar Fair.

We published a quarterly newsletter, updated and streamlined the Volunteer Program (including developed new reports for volunteers so they can keep track of their shelter work easily, focusing on those animals that need special care).

We developed a quarterly Volunteer Recognition Program, expanded the annual Volunteer Recognition Event, held meetings every other month that included training

All "dog handling" volunteers attended a four hour Shelter Training Course that gave them training in shelter procedures, disease and behavior recognition and dog training techniques. We also offered several two hour Discussion Group forums for volunteers to meet with staff and talk about canine behavior, training techniques and other aspects of the shelter's adoption program.

Our Orientations were expanded from two hours to three, that included more information, especially focusing on specific behavior assessment procedures and we developed more volunteer-friendly events that benefited the Department and created a sense of teamwork between volunteers and staff, such as dog shampoo parties and dog-bed-repair parties.

8. VOLUNTEER PROGRAM GOALS FOR FISCAL YEAR 2003-04:

Please describe your program goals. Include activities, number of volunteers, recruitment, training, recognition and other goals:

My goals will include a "Cat Volunteer" program, where new volunteers can get training on cat behavior, disease recognition, adoption counseling, adoption cat interacts, feline health information, breed recognition, etc. Another goal is to streamline and develop a more organized Mentoring program with seasoned volunteers so they can help train new volunteers more successfully on the job.

Recruitment for specific duties is high on my list of goals. I have begun to recruit for specific shelters and those jobs that will best benefit those shelters. It has been very successful. I wish to continue that into this new fiscal year. This will benefit the Department by getting more people in to volunteer on days that have low "volunteer attendance" and will help staff get the assistance they need in certain areas of work.

Another goal has to do with training. Although the training classes held for volunteers has increased tremendously, there are so many more things I would like to offer to volunteers, including CPR, First Aid and more classes on animal handling, behavior assessment and positive reinforcement techniques.

9. GENERAL INFORMATION:

Volunteer Coordinator and person filling out Report: Heidi Burke

Phone: 619-767-2611

Mail Stop: H-39

Email: Heidi.Burke@sdcounty.ca.gov

10. DEPARTMENT CERTIFICATION:



DEPARTMENT HEAD SIGNATURE

7.10.03

DATE

Please return this report by Friday, July 18, 2003, to the Clerk of the Board Department:
MS A-45; 1600 Pacific Highway # 402, San Diego, CA 92101; FAX (619) 685-2259.